MANIPUR GAZETTE

E X T R A O R D I N A R Y
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OFFICE OF THE
MOIRANG MUNICIPAL COUNCIL
MOIRANG, MANIPUR

N O T I F I C A T I O N

Moirang, the 20th August, 2025

No.1/4/MMC/2024: The service level benchmarks for Moirang Municipal Council regarding the standards of deliveries of essential services such as water supply, solid waste management and storm water drainage for the years 2020-21, 2021-22, 2022-23,2023-24 and 2024-25 is hereby notified for information to the general public, enclosed herewith as Annexure- I.

M. INAOBI SINGH,
Chief Executive Officer,
Moirang Municipal Council.

Annexure - I

Service Level Benchmarks for Moirang Municipal Council

1. WATER SUPPLY.

SL. No	Water Supply Service/Indicators	Bench mark	Actual 2020-21	Actual 2021-22	Actual 2022-23	Actual 2023-24	Actual 2024-25	Actual 2025-26
1	Extent of Non-Revenue Water (NRW) in %	20%	50	50	45	45	40	20
2	Efficiency in redressal of customer complains (in %)	100%	70	75	85	90	95	100
3	Cost recovery in water supply service (in %)	100%	60	65	75	80	90	100
4	Extent of metering of water connections (in %)	100%	Nil	Nil	Nil	Nil	Nil	Nil
5	Continuity of water supply (in hour per day)	24%	1.5	1.5	1.5	2	2	3
6	Efficiency in collection of water supply related charges (in %)	90%	50	50	55	55	60	80
7	Per capita supply of water (lpcd)	135 lpcd	55	55	55	55	55	70
8	Quality of water supply	100%	Safe to drink	Safe to drink	Safe to drink	Safe to drink	Safe to drink	Safe to drink
9	Coverage of water supply connections (in % of number of households, 2011 census)	100%	29	29	29	32.39	34.49	60

2. SOLID WASTE MANAGEMENT

SL. No	Particulars.	Bench mark	Actual 2020-21	Actual 2021-22	Actual 2022-23	Actual 2023-24	Actual 2024-25	Actual 2025-26
1	Household level coverage of solid waste management services.	100%	95 %	95%	95%	95%	98%	100%
2	Efficiency of collection of Municipal Solid Waste	100%	85 %	87%	89%	90%	90%	95%
3	Extent of segregation of Municipal Solid Waste	100%	50 %	53%	55%	57%	65%	70%
4	Extent of Municipal Solid Waste recovered.	80%	Nil	Nil	Nil	Nil	Nil	Nil
5	Extent of scientific disposal of Municipal Solid Waste	100%	Nil	Nil	Nil	Nil	Nil	Nil
6	Efficiency in redressal of customer complaints.	80%	20 %	30%	35%	37%	42%	45%
7	Extent cost recovery in SWM services.	100%	50 %	60%	60%	65%	70%	75%
8	Efficiency in collection of SWM charges.	100%	60%	70%	70%	75%	80%	85%

3. STORM WATER DRAINAGE

Sl. No	Particulars.	Benchmark	Actual 2020-21	Actual 2021-22	Actual 2022-23	Actual 2023-24	Actual 2024-25	Actual 2025-26
1.	Coverage of storm water drainage network	100%	60%	65%	65%	75%	80%	85%
2	Incidence of water logging/flooding	0%	40%	35%	35%	25%	20%	15%

M. INAOBI SINGH,
Chief Executive Officer,
Moirang Municipal Council.

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